



**ASSISTANT TAX SERVICE SPECIALIST
EXAM CODE: 3EQ17**

Department(s):	Board of Equalization
Opening Date:	June 19, 2013
Final Filing Date:	July 3, 2013
Exam Type:	Departmental Open
Salary:	\$ 4619.00 to \$ 5616.00
Location(s):	SPOT Exam Irvine, California & Riverside, California

INTRODUCTION

*****PLEASE NOTE: This examination and any positions resulting from this exam will be located in Irvine, California and Riverside, California.**

SUPPLEMENTAL ITEMS MUST BE SUBMITTED WITH THE APPLICATION. As indicated under examination information, applications received without the Supplemental Items will be eliminated from the examination process.

Applications are available at www.jobs.ca.gov, State Personnel Board offices, local offices of the Employment Development Department and the testing department on this job bulletin.

EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

DRUG FREE STATEMENT

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

FILING INSTRUCTIONS

Final Filing Date: July 3, 2013

State Applications (Form STD. 678) may be mailed to:

**EXAMINATION & RECRUITMENT SECTION
BOARD OF EQUALIZATION
450 N STREET, MIC: 17
SACRAMENTO, CA 95814**

Do not submit applications to the State Personnel Board.

Applications (Form STD. 678) submitted by mail must be **POSTMARKED** (e.g., United States Postal Service), or personally delivered no later than **July 3, 2013**, the final filing date. Applications are available at www.jobs.ca.gov, State Personnel Board offices, local offices of the Employment Development Department and the testing department on this job bulletin.

Note: Applications postmarked or personally delivered to the Human Resources Division, Room 317, 450 N Street, Sacramento, after **July 3, 2013**, the final filing date will not be accepted for any reason.

Do not send your application via interoffice or interagency mail. Applications received in this manner will not be accepted and cannot be returned pursuant to California Code of regulations 174.

It is the personal responsibility of each examination candidate to submit an examination application within the timeframe and in the manner specified on this examination bulletin.

SPECIAL TESTING ARRANGEMENTS

If you are disabled and need special testing arrangements, mark the appropriate box in Part 2 of the "Application for Examination." You will be contacted to make specific arrangements.

REQUIRED IDENTIFICATION

Accepted applicants are required to bring either a photo identification card or two forms of signed identification to the examination.

ELIGIBLE LIST INFORMATION

A departmental open eligible list will be established for the Board of Equalization for **Irvine, California and Riverside, California only**. The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

All applicants must meet the education and/or experience requirements as stated on the examination announcement by **July 3, 2013**, the final filing date for this examination. All applications/resumes must include "to" and "from" dates (month/day/year), time base, and civil service class title (not working title). Applications/resumes received without this information will be rejected.

MINIMUM QUALIFICATIONS

All applications must meet the following entrance requirements for this examination by **July 3, 2013**, the final filing date:

Experience: Either

1. Two years of experience communicating financial information to the public. Or
2. Four years of experience in writing, reporting or editing for a newspaper, news service, radio, or television station or in a position having major duties in the area of public relations

or public information and involving communicating to the public. This experience must have developed the ability to be responsible for the conduct of a comprehensive public information program for a State agency. Writing experience, while an integral part of the above requirements, will not be considered qualifying in itself. (Experience in the California state service applied toward this requirement must have included at least one year performing the duties of a class at a level of responsibility equivalent to that of Assistant Information Officer.)

AND

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for education on a year- for-year basis.)

Applicants must show proof of a bachelor's degree before being considered eligible for appointment. The requirement for "Equivalent to graduation from college" means at least a Bachelor's degree from an accredited college or a letter from the college or university stating the applicant has met all of the academic requirements for graduation.

POSITION DESCRIPTION

Under direction, to assist a Tax Service Specialist with a program of providing accurate and understandable information to the public concerning the tax laws, rules, and regulations administered by a tax agency; and to do other related work.

KNOWLEDGE AND ABILITIES

Knowledge of: Process of translating complex tax laws, rules, and regulations into lay terms; methods used to determine public needs for facts and guidance; methods of editing publications and forms; communications channels, methods, and procedures; California state revenue and taxation programs.

Ability to: Encourage proper compliance with tax laws; anticipate industry-wide tax problems and stimulate the development of answers and their dissemination to the public; develop new and imaginative approaches in organizing and directing major segments of a statewide communications and education program; communicate effectively; establish and maintain cooperative relations with the press and tax practitioners; organize and lay out printed materials; analyze situations accurately and take effective action.

SPECIAL PERSONAL CHARACTERISTICS

Ability to represent taxpayer interest in a technically oriented organization; demonstrated capacity for assuming progressively greater responsibility; emotional stability under stress; recognition of the public's need for assistance in understanding complex taxation procedures, and to effectively present tax agency policies to the public; ability to gain the confidence and respect of those contacted in the work.

SELECTION PLAN

This examination will consist of a Supplemental Items evaluation weighted 100%.

EXAMINATION INFORMATION

Each applicant for this examination must complete and submit his/her responses to the Supplemental Items according to the instructions shown below by **July 3, 2013**, the final filing date. Applications received **without** the Supplemental Items **will be eliminated from the examination process**.

GUIDELINES FOR RESPONDING TO THE SUPPLEMENTAL ITEMS:

When responding to the Supplemental Items, please follow the guidelines below:

- Your responses must be typewritten or generated by a computer on 8 1/2" x 11" paper.
- Your response for each item must **not** exceed 1 typed page (12-point font).
- Put the **examination title** and **your name** at the top of each page.
- Make sure your responses are **complete, specific, clear** and **concise**.
- Answer each item number separately and indicate the corresponding item number for each response.
- Each response will be independently evaluated; therefore, it is important that you provide a complete response to each item.

NOTE: Resumes, letters and other materials WILL NOT be evaluated or considered as responses to the Supplemental Items. However, they will be used to determine eligibility for admittance to the exam.

SUPPLEMENTAL ITEMS

When responding to the following items, provide specific examples from your background giving details of your role, responsibilities and/or methods used. Omitted information cannot be considered or assumed.

Item #1

Please describe your experience and the methods you have used in writing and editing.

Item #2

Please describe your experience in all aspects of planning an event.

Item #3

Please describe your experience organizing, designing and producing technical printed materials including electronic print production.

Item #4

Please describe your experience interpreting technical information like regulations and tax laws to produce any of the following:

a.) Information used by staff:

- Handbooks
- Guidelines
- Internal publications
- Other

b.) Information available to the general public:

- Articles
- Brochures
- Notices
- Pamphlets
- Newsletters
- News releases
- Speeches/talking points
- Other

Item #5

Please describe your experience maintaining cooperative relationships:

- a.) With the press or other media outlets
- b.) With tax practitioners
- c.) With technical writers, lawyers and scientists

Item #6

Please describe your experience writing, reporting or editing for each of the following areas:

- a.) In a position having major duties in the areas of public relations or public information and involving communicating to the public.
- b.) A newspaper, magazine or periodical
- c.) A news service
- d.) A radio or television station

VETERANS PREFERENCE

Veterans' Preference credits will not be granted in the examination as it does not meet the requirements to qualify for Veterans' Preference credit.

CAREER CREDITS

Career Credits do not apply and will not be added to the final score of this examination.

CONTACT INFORMATION

If you have questions concerning this examination, please call the California State Board of Equalization, Examination and Recruitment Section at (916) 324-4807. You may also contact the California State Board of Equalization in writing at 450 N Street, MIC 17, Sacramento, CA 95814.

DISCLAIMER

Please click on the link below to review the official California Department of Human Resources class specification:

<http://jobs.spb.ca.gov/wvpos/jobspecs.cfm>

GENERAL INFORMATION

For an examination with a written feature, it is the candidate's responsibility to contact the Board of Equalization three days prior to the written test date if he/she has not received his/her notice of appointment.

For an examination without a written feature, it is the candidate's responsibility to contact the Board of Equalization three weeks after the final filing date if he/she has not received his/her notice.

If a candidate's notice of oral interview or performance test fails to reach him/her 3 days prior to their scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However,

locations of interviews or performance evaluations may be limited or extended as conditions warrant.

Applications are available at www.jobs.ca.gov, State Personnel Board offices, local offices of the Employment Development Department and the testing department on this job bulletin.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The testing department reserves the right to revise the examination plan to better meet the needs of the service, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Candidates needing special testing arrangements due to a disability must mark the appropriate box on the application and/or contact the testing department.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

If Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices, at the State Personnel Board office or www.jobs.ca.gov.

If High School Equivalence is Required: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test; 2) completion of 12 semester units of college work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

College Education: The qualifications meeting the requirement "Equivalent to graduation from college" means satisfaction of the requirements for the bachelor's degree from an accredited, recognized institution of higher education. This means the applicant must show receipt of a bachelor's degree. Acceptable college course work must be from an accredited, recognized institution approved by the California Superintendent of Public Instruction under the provisions of California Education Code Section 94712.

Veterans' Preference Points: California Law (Government Code 18971-18978) allows the granting of Veterans' Preference Points in Open entrance and Open, Non-Promotional entrance examinations. Veterans' Preference Points will be added to the final score of all competitors who are successful in these types of examinations, and who qualify for and have requested these points by mail. In Open (only) entrance examinations, Veterans' Preference Points are granted as follows: 10 points for veterans, widows, and widowers of veterans, and spouses of 100% disabled veterans; and 15 points for disabled veterans. In Open, Non-Promotional entrance examinations, Veterans' Preference Points are granted as follows: 5 points for veterans and 10 points for disabled veterans. Employees who have achieved permanent State civil service status are not eligible to receive Veterans' Preference Points. Permanent State civil service status means the status of an employee who is lawfully retained in his/her position after completion of the applicable probationary period. This includes permanent intermittent, part-time, and full-time appointments. In addition, individuals who at any time achieved permanent State civil service status and subsequently resigned or were dismissed from State civil service are not eligible to receive Veterans' Preference Points. Veteran status is verified by the State Personnel Board (SPB). Directions to apply for Veterans' Preference Points are on the Veterans' Preference Application (STD. Form 1093) which is available at www.calhr.ca.gov or from the California Department of Human Resources, 1515 S Street, North Building, Suite 400, Sacramento, CA 95811-7258 and the Department of Veterans Affairs.

TTY is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TTY Device. Calls may be placed using the following relay system.

California Relay Telephone Service for the Deaf or Hearing Impaired:
From TDD phones 1-800-735-2929 or from voice phones 1-800-735-2022
